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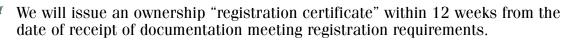
An Agency of Industry Canada Un organisme d'Industrie Canada

Patent Branch Client Service Commitment



For patent applications which include a self-addressed return card, we will mail a "filing acknowledgement" within 10 working days from the date of receipt of the application.

For patent applications meeting filing requirements, we will issue a "filing certificate" within 12 weeks from the date of receipt of the application.



We will provide substantive examination within 24 months from the receipt of an examination request filed after August 1, 1996.

We will state, in the first examiner's report, all known objections to patentability at the time of examination.

We will issue a patent within 12 weeks after receipt of final fees.

We will classify incoming patent documents according to the International Patent Classification system to ensure retrievability.

We will continue to improve the quality and timeliness of our services.

Suggestions, Comments and Complaints

We welcome your comments, questions and complaints. Contact the Director by telephone at (819) 997-1215, or by facsimile at (819) 994-1989.



For information on the processing of applications, please refer to "How Your Patent Application is Processed" sheet.

Barney de Schneider Director, Patent Branch January 2004



